**Approved by OMB**

**3060-1122**

**Expires: March 31, 2024**

**Estimated time per response: 10-55 hours**

Annual Collection of Information

Related to the Collection and Use of 911 and E911 Fees by States and Other Jurisdictions

Pursuant to OMB authorization 3060-1122, the FCC’s Public Safety and Homeland Security Bureau seeks the following specific information in order to fulfill the Commission’s obligations under Section 6(f)(2) of the NET 911 Act:

1. **Filing Information**
2. **Name of State or Jurisdiction**

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| **State or Jurisdiction** |
| MN |

1. **Name, Title and Organization of Individual Filing Report**

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| **Name** | **Title** | **Organization** |
| Dana Wahlberg | Director | MN Department of Public Safety/Emergency Communication Networks Division |

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| **Addendum Section A** |
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1. **Overview of State or Jurisdiction 911 System**
2. **Please provide the total number of active Public Safety Answering Points (PSAPs) in your state or jurisdiction that received funding derived from the collection of 911/E911 fees during the annual period ending December 31, 2020:**

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| **PSAP Type[[1]](#footnote-1)** | **Total** |
| Primary | 98 |
| Secondary | 6 |
| **Total** | 104 |

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| **Addendum Section B1** |
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1. **Please provide the total number of active telecommunicators[[2]](#footnote-2) in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2020:**

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| **Number of Active Telecommunicators** | **Total** |
| Full Time | 0 |
| Part Time | 0 |

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| **Addendum Section B2** |
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1. **For the annual period ending December 31, 2020, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.**

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| **Amount**  **($)** | $24,664,710 |

**3a. If an amount cannot be provided, please explain why.**

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| **Addendum Section B3** |
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1. **Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2020 to December 31, 2020.**

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| **Type of Service** | **Total 911 Calls** |
| Wireline | 328,798 |
| Wireless | 2,483,510 |
| VoIP | 136,225 |
| Other | 17 |
| **Total** | 2,948,550 |

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| **Addendum Section B4** |
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1. **Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms**
2. **Has your State, or any political subdivision, Indian Tribe, village or regional corporation therein as defined by Section 6(f)(1) of the NET 911 Act, established a funding mechanism designated for or imposed for the purposes of 911 or E911 support or implementation (please include a citation to the legal authority for such mechanism)?** *Check one.*

* Yes …………………..
* No ………………..…..

**1a. If YES, provide a citation to the legal authority for such a mechanism.**

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| Per MN Statute §403.11 Subdivision 1. Emergency telecommunications service fee; account. (a) Each customer of a wireless or wire-line switched or packet-based telecommunications service provider connected to the public switch network that furnishes service capable of originating a 911 emergency telephone call is assessed a fee. |

**1b. If YES, during the annual period January 1, 2020 to December 31, 2020, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.**

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| No changes in 2020 |

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| **Addendum Section C1** |
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1. **Which of the following best describes the type of authority arrangement for the collection of 911/E911 fees?** *Check one*.

* The State collects the fees …………………………………..
* A Local Authority collects the fees ………………………..
* A hybrid approach where two or more governing bodies

(*e.g.*, state and local authority) collect the fees ……………..

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| **Addendum Section C2** |
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1. **Describe how the funds collected are made available to localities.**

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| 911 emergency telecommunication service account funds are made available to localities as follows:  • Minn. Stat. §403.025, Subd. 7 requires the Statewide 911 Program to contract for and provide the 911 telecommunication network elements (911 from wire-line switching offices, 911 routing and selective routing services, automatic location identification database) for counties and other governmental agencies operating Public Safety Answering Points (PSAP) within Minnesota and Minn. Stat. §403.11, Subd. 3 provides for the payment of those costs.  • Minn. Stat. §403.025, Subd. 7 also requires the Statewide 911 Program to contract for 911 routing and network elements with wireless carriers and for the payment of those costs under Minn. Stat. §403.11, Subd.3.  • Minn. Stat. §403.113, Subd. 2 requires a portion of the available funds to be distributed directly to state, local and tribal PSAP’s. Minn. Stat. §403.113, Subd. 3 defines the purposes funds distributed to state, local and tribal PSAP’s may be used.  • Minn. Stat. §403.11, 403.113 and 403.30 provide for the use of funds by the Statewide 911 Program from the 911 emergency telecommunication service account to provide resources for localities, as follows:  o Costs of ongoing maintenance and related improvements for trunking and central office switching equipment for 911 emergency telecommunication services;  o Costs to operate the Division of Emergency Communication Networks;  o Grants to provide assistance to counties for the improvement of local emergency telecommunication services;  o To implement, operate, maintain, enhance and expand enhanced 911 services; and  To pay debt services upon revenue bonds authorized under Minn. Stat. §403.32 and §403.275 to provide the backbone for the statewide public safety radio communication system. |

1. **Description of State or Jurisdictional Authority That Determines How 911/E911 Fees are Spent**

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| 1. **Indicate which entities in your state have the authority to approve the expenditure of funds collected for 911 or E911 purposes.** | | |
| **Jurisdiction** | **Authority to Approve**  **Expenditure of Funds**  ***(Check one)*** | |
| **Yes** | **No** |
| State |  |  |
| Local  (*e.g.*, county, city, municipality) |  |  |
| **1b. Please briefly describe any limitations on the approval authority per jurisdiction (*e.g.*, limited to fees collected by the entity, limited to wireline or wireless service, etc.)** | | |
| All 911 fee revenues are deposited and maintained in the 911 emergency telecommunications service account. This account is a special revenue account where funds are carried over from year to year as provided in Minn. Stat. §403.11, Subd. 1(b). The Statewide 911 Program is administered by the Commissioner of Public Safety, who has authority to expend funds from the 911 emergency telecommunications service account as provided in Minn. Stat. §403. Minn. Stat.  § 403.06, Subd. 1(a) requires the Commissioner of Public Safety to prepare a biennial budget for maintaining the 911 system, report details of expenditures for maintaining the 911 system, 911 fees collected and balance of any funds remaining in the 911 emergency telecommunications service account. | | |

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| **Addendum Section D1** |
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1. **Has your state established a funding mechanism that mandates *how* collected funds can be used? *Check one*.**

* Yes …………………..
* No ………………..…..

**2a.** **If you checked YES, provide a legal citation to the funding mechanism of any such criteria.**

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| With respect to funds allocated directly to local units of government, under Minn. Stat. §403.113, Subd. 2, funds must be expended in accordance with Minn. Stat. §403.113, Subd.3 and the local units of government are required to audit the use of those funds annually and to submit a copy of the audit to the Statewide 911 Program. |

**2b.** **If you checked NO, describe how your state or jurisdiction decides how collected funds can be used.**

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1. **Description of Uses of Collected 911/E911 Fees**
2. **Provide a statement identifying with specificity all activities, programs, and organizations for whose benefit your state, or political subdivision thereof, has obligated or expended funds collected for 911 or E911 purposes and how these activities, programs, and organizations support 911 and E911 services or enhancements of such services.**

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| Funds may be used by PSAPs to maintain and enhance public safety for public safety responders and citizens of Minnesota as follows:  • Lease, purchase, lease-purchase, or maintain enhanced 911 telephone equipment  • Lease, purchase, lease-purchase, or maintain enhanced 911 recording equipment  • Lease, purchase, lease-purchase, or maintain enhanced 911 computer hardware  • Computer hardware/software for database provisioning, addressing, mapping and any other software necessary for automatic phone and location identification  • Trunk lines  • Master Street Address Guide and Statewide geospatial dataset creation/aggregation/standardization  • Dispatcher operational skills and equipment proficiency training  • Equipment in the PSAP for community alert systems  • Equipment necessary in the PSAP used to notify and communicate with emergency services requested by the 911 |

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| 1. **Please identify the allowed uses of the collected funds. *Check all that apply*.** | | | |
| **Type of Cost** | | **Yes** | **No** |
| **Operating Costs** | Lease, purchase, maintenance of customer premises equipment (CPE) (hardware and software) |  |  |
| Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software) |  |  |
| Lease, purchase, maintenance of building/facility |  |  |
| **Personnel Costs** | Telecommunicators’ Salaries |  |  |
| Training of Telecommunicators |  |  |
| **Administrative Costs** | Program Administration |  |  |
| Travel Expenses |  |  |
| **Dispatch Costs** | Reimbursement to other law enforcement entities providing dispatch |  |  |
| Lease, purchase, maintenance of Radio Dispatch Networks |  |  |
| **Grant Programs** |  | **If YES, see 2a.** |  |
| **2a. During the annual period ending December 31, 2020, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.** | | | |
| According to Minn. Stat. §403.113, a portion of the fee collected must be used to fund implementation, operation, maintenance, enhancement, and expansion of enhanced 911 service, including acquisition of necessary equipment and the costs of the commissioner to administer the program. After payment of costs of the commissioner to administer the program, money collected shall be distributed as follows:  (1) one-half of the amount equally to all qualified counties, and after October 1, 1997, to all qualified counties, existing ten public safety answering points operated by the Minnesota State Patrol, and each governmental entity operating the individual public safety answering points serving the Metropolitan Airports Commission, the Red Lake Indian Reservation, and the University of Minnesota Police Department; and  (2) the remaining one-half to qualified counties and cities with existing 911 systems based on each county's or city's percentage of the total population of qualified counties and cities. The population of a qualified city with an existing system must be deducted from its county's population when calculating the county's share under this clause if the city seeks direct distribution of its share.  (b) A county's share under subdivision 1 must be shared pro rata between the county and existing city systems in the county. A county or city or other governmental entity as described in paragraph (a), clause (1), shall deposit money received under this subdivision in an interest-bearing fund or account separate from the governmental entity's general fund and may use money in the fund or account only for the purposes specified in subdivision 3.  (c) A county or city or other governmental entity as described in paragraph (a), clause (1), is not qualified to share in the distribution of money for enhanced 911 service if it has not implemented enhanced 911 service before December 31, 1998.  (d) For the purposes of this subdivision, "existing city system" means a city 911 system that provides at least basic 911 service and that was implemented on or before April 1, 1993. | | | |

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| **Addendum Section E2** |
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1. **Description of 911/E911 Fees Collected**

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| 1. **Please describe the amount of the fees or charges imposed for the implementation and support of 911 and E911 services. Please distinguish between state and local fees for each service type.** | | |
| **Service Type** | **Fee/Charge Imposed** | **Jurisdiction Receiving Remittance**  **(*e.g.*, state, county, local authority, or a combination)** |
| Wireline | $.95 | State |
| Wireless | $.95 | State |
| Prepaid Wireless | $.95 | Retail Point of Sale |
| Voice Over Internet Protocol (VoIP) | $.95 | State |
| Other |  |  |

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| **Addendum Section F1** |
| For Retail Point of Sale revenue, Retailers receive 3% of the fee for collection administration, and Minnesota Department of Revenue receives 2% of what they receive from Retailers for adminstration and distribution to ECN.  In accordance with state statute language, an ECN bond debt which was fully paid off in June 2021, will require the 9-1-1 fee to decrease from 0.95 to 0.80 per line effective October 2021. |

1. **For the annual period ending December 31, 2020, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.**

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| **Service Type** | **Total Amount Collected ($)** |
| Wireline | $18,263,790.88 |
| Wireless | $50,806,909.16 |
| Prepaid Wireless | $7,529,025.50 |
| Voice Over Internet Protocol (VoIP) | $1,182,458.75 |
| Other |  |
| **Total** | $77,782,284.29 |

**2a. If an amount cannot be provided, please explain why.**

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| **Addendum Section F2** |
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1. **Please identify any other sources of 911/E911 funding.**

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| NTIA/NHTSA Next Generation 9-1-1 grant administered through the National 9-1-1 office. |

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| **Question** | **Yes** | **No** |
| 1. **For the annual period ending December 31, 2020, were any 911/E911 fees that were collected by your state or jurisdiction combined with any federal, state or local funds, grants, special collections, or general budget appropriations that were designated to support 911/E911/NG911 services?** *Check one.* |  |  |
| **4a.** **If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.** | | |
| The State of Minnesota was awarded a grant (60% federal/40% state match) from NTIA/NHTSA for the implementation of next generation 9-1-1. Funds are primarily being used for GIS data preparation, CPE upgrades, 9-1-1 ingress network rehoming and a CAD-to-CAD feasibility study. | | |

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| **Addendum Section F4** |
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| 1. **Please provide an estimate of the proportional contribution from each funding source towards the total cost to support 911 in your state or jurisdiction.** | **Percent** |
| State 911 Fees | 100% |
| Local 911 Fees | 0% |
| General Fund - State | 0% |
| General Fund - County | PSAPs receive general funds from the county/municipality in which they operate to augment the annual distribution they receive from the state through 911 fees |
| Federal Grants | 4% |
| State Grants | 0% |

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| **Addendum Section F5** |
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1. **Description of Diversion or Transfer of 911/E911 Fees for Other Uses**

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| **Question** | | **Yes** | **No** |
| 1. **In the annual period ending December 31, 2020, were funds collected for 911 or E911 purposes in your state or jurisdiction made available or used solely for the purposes designated by the funding mechanism?** *Check one*. | |  |  |
| **1a.** **If NO, please identify what amount of funds collected for 911 or E911 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise unrelated to 911 or E911 implementation or support, including any funds transferred, loaned, or otherwise used for the state's general fund. Along with identifying the amount, please include a statement identifying the non-related purposes for which the collected 911 or E911 funds were made available or used.** | | | |
| **Amount of Funds ($)** | **Identify the non-related purpose(s) for which the 911/E911 funds were used. (*Add lines as necessary*)** | | |
| $683,000 | The Emergency Medical Services Regulatory Board (EMSRB) has been appropriated a total of $683,000 per year since 2005. $614,700 of that total is reallocated to the East and West Medical Resource Control Centers (MRCCs) which provide ambulance-to-hospital communications during patient transports. This legislative appropriation was authorized before Minnesota had a statewide radio system and before the widespread use of cell phones – making a need for relay and coordination between ambulances and hospitals. It was also appropriated by the legislature prior to the 911 Net Improvement Act passing the US Legislature.  In November 2018, when the MRCCs requested an annual increase in funding in the amount of $600,000.00, ECN performed an investigatory audit into how funds were being spent. It was discovered that the MRCCs have been spending their appropriation inconsistent with E9-1-1 fund eligibility prescribed within MN State Statute. ECN reported this discovery to the FCC and is actively worked on a solution to remedy it. Effective July 1, 2022, this appropriation will be added to the amount distributed to eligible MN PSAPs. | | |
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| **Addendum Section G1** |
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1. **Oversight and Auditing of Collection and Use of 911/E911 Fees**

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| **Question** | **Yes** | **No** |
| 1. **Has your state established any oversight or auditing mechanisms or procedures to determine whether collected funds have been made available or used for the purposes designated by the funding mechanism or otherwise used to implement or support 911?** *Check one.* |  |  |
| **1a.** **If YES, provide a description of the mechanisms or procedures and any enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2020.** *(Enter “None” if no actions were taken.)* | | |
| Most funds are remitted directly to our office with the exception of prepaid wireless. Fees for prepaid wireless, collected at retail point of sale are remitted to the Minnesota Department of Revenue who in passes them to our office. Currently we have no visibility into the prepaid collection and remittance process between MnDOR and MN Retailers, thus have no edification on whether or not fees are being collected and remitted appropriately or not. Attempt to establish an interagency agreement with MnDOR have been repeatedly unsuccessful, given their reference to data privacy between themselves and the Retailers. Note: Retailer retains 3% of fees collected and MN Department of Revenue retains 2% of what Retail remits so ECN does not receive the full 0.95 for prepaid wireless. | | |

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| **Question** | **Yes** | **No** |
| 1. **Does your state have the authority to audit service providers to ensure that the amount of 911/E911 fees collected from subscribers matches the service provider’s number of subscribers?** *Check one.* |  |  |
| **2a. If YES, provide a description of any auditing or enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2020.** *(Enter “None” if no actions were taken.)* | | |
| ECN pays many wireline carriers cost recovery per ALI record as incentive for them to maintain accuracy and integrity with their customer ALI records. We compare this to the number of records for which they remit the 911 monthly surcharge and require them to true up if there is a disparity over 5%. We also compare this against their record count in the ALI database. Unfortunately, this is an audit that we are able to perform only on approximately 15% of our MN subscribers. We don’t have a mechanism to audit wireless, pre-paid, or VoIP subscribers. | | |

1. **Description of Next Generation 911 Services and Expenditures**

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| **Question** | **Yes** | **No** |
| 1. **Does your state or jurisdiction classify expenditures on Next Generation 911 as within the scope of permissible expenditures of funds for 911 or E911 purposes?** *Check one.* |  |  |
| **1a. If YES, in the space below, please cite any specific legal authority:** | | |
| Same statute language as referenced in number C. 1a. E911 and NG911 treated in parallel for purposes of allowable expenditures until the statute is formally revised. We are actively engaged in a substantial overhaul revision of the MN 403 Statute which is long overdue. The intent is to introduce the changes in the 2022 Legislative Session. | | |

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| **Question** | | **Yes** | **No** |
| 1. **In the annual period ending December 31, 2020, has your state or jurisdiction expended funds on Next Generation 911 programs?** *Check one.* | |  |  |
| **2a. If YES, in the space below, please enter the dollar amount that has been expended.** | | | |
| **Amount**  **($)** | $23,192,378.80 | | |

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| **Addendum Section I2** |
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| 1. **For the annual period ending December 31, 2020, please describe the type and number of NG911 Emergency Service IP Network(s) (ESInets) that operated within your state.** | | | | | | |
| **Type of ESInet** | **Yes** | **No** | **If Yes, Enter Total PSAPs Operating on the ESInet** | **If Yes, does the type of ESInet interconnect with other state, regional or local ESInets?** | |
| **Yes** | **No** |
| 1. A single, state-wide ESInet |  |  | 104 |  |  |
| 1. Local (*e.g.*, county) ESInet |  |  |  |  |  |
| 1. Regional ESInets |  |  | [If more than one Regional ESInet is in operation, in the space below, provide the total PSAPs operating on each ESInet] |  |  |
| Name of Regional ESInet 1: | | |  |  |  |
| Name of Regional ESInet 2: | | |  |  |  |
| Name of Regional ESInet 3: | | |  |  |  |
| Name of Regional ESInet 4: | | |  |  |  |
| Name of Regional ESInet 5: | | |  |  |  |
| Name of Regional ESInet 6: | | |  |  |  |
| Name of Regional ESInet 7: | | |  |  |  |
| Name of Regional ESInet 8: | | |  |  |  |
| Name of Regional ESInet 9: | | |  |  |  |
| Name of Regional ESInet 10: | | |  |  |  |
| Name of Regional ESInet 11: | | |  |  |  |
| Name of Regional ESInet 12: | | |  |  |  |
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| Name of Regional ESInet 34: | | |  |  |  |
| Name of Regional ESInet 35: | | |  |  |  |

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| **Addendum Section I3** |
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1. **Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2020.**

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| The State of Minnesota has worked to build upon the text-to-9-1-1 network that was implemented statewide in 2017. Although 100% of the state was covered by text-to-9-1-1 services through, regional text answering platform, as individual PSAPs are upgrading their CPE equipemnt to include text capability, they are migrating to accept their own in lieu of having them accepted by one of eight regional PSAPs.  Statewide Geospatial Data preparation for 911 underway to replace the tabular data master street address guide as the source data for the routing of 9-1-1 calls with increased location accuracy and determining the appropriate responding agencies with respect to the location of the caller.  Secured a vendor to rehome Originating Service Provider ingress network off all 12 legacy selective routers to alternative Points of Intergration (both TDM and SIP options)  Working with a professional and technical services vendor to finalize a next generation core services solution RFP to be issued Q1 2022.  Conducting a comprehensive re-write to the MN 403 Statute with governs the design and maintenance for 9-1-1 network for the state of Minnesota. Technical and governance sections to be introduced in policy legislative sessioin in January 2022. Components with fiscal impact to be introduced in budget session in January 2023. |

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| **Question** | **Total PSAPs**  **Accepting Texts** |
| 1. **During the annual period ending December 31, 2020, how many PSAPs within your state implemented text-to-911 and are accepting texts?** | 20\* |
| **Question** | **Estimated Number of PSAPs**  **that will Become Text Capable** |
| 1. **In the next annual period ending December 31, 2021, how many PSAPs do you anticipate will become text capable?** | 21\* |

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| **Addendum Section I5** |
| MN deployed text-to-9-1-1 as a full statewide solution in December 2017. At that time there were 8 regional PSAPs that were answering text on behalf of all MN PSAPs. As individual PSAPs have replaced call handling equipment that is text capable, many have elected to accept texts for their own jurisdictional areas in lieu of them being answered at a regional PSAP. |

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| **Addendum Section I6** |
| Currently approximately half of MN PSAPs are answering their own text. Some PSAPs do not ever intend to take their own, instead relying on the regional PSAP to perform that service on their behalf. MN has had a statewide solution since December 2017. (We have had some challenges in being able to successfully reflect this on the FCC text to 9-1-1 PSAP registry.) |

1. **Description of Cybersecurity Expenditures**

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| **Question** | **Check the appropriate box** | | **If Yes,**  **Amount Expended ($)** |
| 1. **During the annual period ending December 31, 2020, did your state expend funds on cybersecurity programs for PSAPs?** | Yes | No | $59, 417.44\* |

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| **Addendum Section J1** |
| The state awarded a professional and technical services contract to a firm with the expressed task of providing to Minnestoa PSAPs a individualized and in-dept cybersersecurity asessment and reccomendations report. Additionally, Minnesota continued to support its ongoing firewall monitoring project for PSAPs\* - cost noted above. |

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| **Question** | **Total PSAPs** |
| 1. **During the annual period ending December 31, 2020, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?** | 8 |

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| **Addendum Section J2** |
| Eight MN PSAPs had firewalls installed on each of two diverse ESInet circuits ahead of their Call handling equipment. While a well intended project at the time, it has turned into a very challenging project, due to a lack of cooperation by our 9-1-1 ESInet service provider (CTL/Intrado) with the Firewall vendor, in combination with configuration challenges with call handling equipment vendors. |

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| **Question** | **Yes** | **No** | **Unknown** |
| 1. **Does your state or jurisdiction adhere to the National Institute of Standards and Technology *Framework for Improving Critical Infrastructure Cybersecurity* (February 2014) for networks supporting one or more PSAPs in your state or jurisdiction?** |  |  |  |

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| **Addendum Section J3** |
| In 2020, Minnestoa begain an engagement with our Department of Public Safety IT Security officer with an aim towards ensuring that all network and solutions implemented are NIST compliant in the future. |

1. **Measuring Effective Utilization of 911/E911 Fees**
2. **Please provide an assessment of the effects achieved from the expenditure of state 911/E911 or NG911 funds, including any criteria your state or jurisdiction uses to measure the effectiveness of the use of 911/E911 fees and charges.**  **If your state conducts annual or other periodic assessments, please provide an electronic copy (*e.g.*, Word, PDF) of the latest such report upon submission of this questionnaire to the FCC or provide links to online versions of such reports in the space below.**

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**We have estimated that your response to this collection of information will take an average of 10 to 55 hours. Our estimate includes the time to read the instructions, look through existing records, gather and maintain required data, and actually complete and review the form or response. If you have any comments on this estimate, or on how we can improve the collection and reduce the burden it causes you, please write the Federal Communications Commission, Office of Managing Director, AMD‑PERM, Washington, DC 20554, Paperwork Reduction Act Project (3060‑1122). We will also accept your PRA comments via the Internet if you send an e-mail to** [**PRA@fcc.gov**](mailto:PRA@fcc.gov)**.**

**Please DO NOT SEND COMPLETED FORMS TO THIS ADDRESS. You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number and/or we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060‑1122.**

**THIS NOTICE IS REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. SECTION 3507.**

1. A Primary PSAP is one to which 911 calls are routed directly from the 911 Control office. A secondary PSAP is one to which 911 calls are transferred from a Primary PSAP. *See* National Emergency Number Association, Master Glossary of 9-1-1 Terminology (*Master Glossary*), Apr. 13, 2018, at 162, available at <https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/NENA-ADM-000.22-2018_FINAL_2.pdf>. [↑](#footnote-ref-1)
2. A telecommunicator, also known as a call taker or a dispatcher, is a person employed by a PSAP who is qualified to answer incoming emergency telephone calls and/or who provides for the appropriate emergency response either directly or through communication with the appropriate PSAP. *See* *Master Glossary* at 192. [↑](#footnote-ref-2)